

STATE OF CALIFORNIA DEPARTMENT OF MOTOR VEHICLES



OPEN EXAMINATION FOR

MOTOR VEHICLE TECHNICIAN

MONTHLY SALARY RANGE A \$2450 - \$2975
RANGE B \$2638 - \$3209

9MV04

FILE IN PERSON	FEBRUARY 3, 2009.
WRITTEN TEST DATE	APRIL 25, 2009.
WHO MAY APPLY	Persons who meet the minimum qualifications as stated. This is an open examination. Applications will NOT be accepted on a promotional basis.
HOW TO APPLY	<p>Applications (STD. 678) may be downloaded from the State Personnel Board’s website at www.spb.ca.gov.</p> <p>You must appear in person between 8:00 a.m. and 4:00 p.m., with a photo ID, at the File-in-Person site shown below:</p> <div>Department of Motor Vehicles 2415 1st Avenue Bldg East, First Floor Lobby Sacramento, CA 95818</div> <p>Bring a completed Examination Application (STD. 678) to the file in person site. Applications (STD. 678) will also be available for completion at the site.</p> <p>Applications submitted prior to the File-in-Person date will not be accepted. You must file your application in person at the File-in-Person site on February 3, 2009.</p> <p>DO NOT SEND APPLICATION IN THE MAIL.</p> <p>All applications/resumes must include “to” and “from” employment dates (month/day/year), time base, and official classification titles. Applications/resumes received without this information will be rejected.</p>
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in part 2 of the “Application for Examination”. You will be contacted about specific arrangements.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>NOTE: All applicants must meet the education and/or experience requirements for this examination by the written test date.</p> <p>The following patterns may be combined proportionately, when applicable, to meet the overall experience requirement:</p> <p><u>Either I</u></p> <p>In the California state service, one year of experience at a level of responsibility equivalent to Office Assistant II.</p> <p><u>Or II</u></p> <p>Experience: One year of experience in a governmental or private agency performing duties of a public contact nature and which provides familiarity with the regulations and policies of the State of California governing the licensing of drivers and the registration of vehicles and vessels. (Experience in the California state service applied toward this requirement must include at least six months in a class with a level of responsibility equivalent to Office Assistant II.)</p>
DEFINITION OF TERMS	<p>“...with a level of responsibility equivalent to...”</p> <p>For this requirement, the applicant must have State service experience of appropriate type and length in a class at substantially the same (or a higher) level of responsibility as the class specified.</p>
POSITION DESCRIPTION AND LOCATION	<p>A Motor Vehicle Technician, under direction, applies and explains the more difficult provisions of the Vehicle Code and other laws, policies and procedures pertaining to the licensing of drivers, registration of vehicles and vessels, licensing of vehicle dealers, manufacturers and dismantlers, investigation of alleged illegal activities; analyzes and processes documents related to the more complex activities described above and does other related work as required.</p> <p>Positions exist in Sacramento only. The written test will be conducted in Sacramento only.</p>

See reverse side for additional information.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

EXAMINATION INFORMATION	This examination will consist of a written test, weighted 100.00%. Candidates must attain an overall minimum score of 70.00% in order to be placed on the eligible list.
CALCULATOR USAGE	HAND-HELD CALCULATORS WILL BE PERMITTED, BUT WILL NOT BE PROVIDED BY THE DEPARTMENT. NOTE: CELL PHONES, PALM PILOTS, AND OTHER ELECTRONIC DEVICES MAY NOT BE USED AS A CALCULATOR DURING THE EXAMINATION.
EXAMINATION SCOPE	<p style="text-align: center;">WRITTEN TEST - WEIGHTED 100.00%</p> <p>In evaluating the candidates' knowledge, skills and abilities, the written examination has been developed to measure each candidate's:</p> <p>A. Knowledge of:</p> <ol style="list-style-type: none">1. Proper spelling, grammar, punctuation, and sentence structure of the English language to ensure that prepared and/or reviewed written materials are complete, succinct, and free of writing errors.2. Sentence structure and spoken language rules for the English language to formulate proper sentences, speak in a correct and understandable manner to a variety of audiences, and understand the verbal communication of others speaking English.3. Alphabetical order to file and retrieve job-related materials.4. Numerical sequence to file and retrieve job-related materials.5. Basic arithmetic concepts (including addition, subtraction, multiplication, and division) to calculate and process numerical data (including dollars and cents). <p>B. Skill to:</p> <ol style="list-style-type: none">1. Read and understand the English language to respond to correspondence, utilize reference materials, and ensure the legibility of documents.2. Read and interpret DMV records pertaining to driver licensing, vehicle registration and ownership, occupational licensing, and other related issues (e.g., driving record printouts, history printouts) to accurately apply such information contained in such records.3. Read and comprehend a variety of technical materials pertaining to departmental policies, procedures, and/or regulatory requirements (e.g., memos, manuals, Vehicle Code) to accurately apply information contained in such technical materials.4. Interpret technical materials pertaining to departmental policies, procedures, and/or regulatory requirements (e.g., memos, manuals, Vehicle Code) to accurately apply information contained in such technical materials.5. Apply technical materials pertaining to departmental policies, procedures, and/or regulatory requirements (e.g., memos, manuals, Vehicle Code) appropriately and correctly in completing work assignments.6. Identify inconsistencies in information and materials received orally and in writing.7. Adhere to and apply office policies and procedures in the completion of work assignments.8. Follow written directions from supervisors, peers, other departmental employees, and supporting agencies regarding work activities.9. Interact with peers, supervisors, other departmental employees, supporting agencies, and the public in a courteous, professional, and efficient manner.10. Determine the needs of customers with varying amounts of information.11. Establish and maintain cooperative relations with peers, supervisors, other departmental staff, supporting agencies, and/or the public.12. Adhere to and apply office policies and procedures in the completion of work assignments.13. Use tact and diplomacy when dealing with the needs, problems, and/or concerns of peers, supervisors, other departmental employees, supporting agencies, and/or the public.14. Participate in and contribute to the effectiveness of a team.15. Analyze and evaluate situations accurately and thoroughly to determine and implement appropriate courses of action.16. Calm and diffuse potentially hostile individuals to ensure that interactions do not escalate into more threatening situations.17. Respond to inquiries and complaints in a timely and accurate manner.18. Listen to gather relevant information and to determine the need for additional or clarifying information.19. Communicate clearly and concisely in <i>writing</i> regarding driver licensing, vehicle registration and ownership, occupational licensing, and other related issues, adjusting the level and tone of the message appropriately to be understood by the respective audience.20. Write memos, letters, and correspondence using proper grammar, punctuation, and sentence structure.21. Identify inconsistencies in information and materials received orally and in writing.22. Check and verify the accuracy and/or completeness of forms and documents.23. File job-related materials numerically to facilitate future retrieval.24. Perform basic arithmetic calculations (including addition, subtraction, multiplication, and division) to perform job-related duties.25. Compute basic arithmetic calculations (including addition, subtraction, multiplication, and division) using a standard calculator or 10-key. <p>C. Ability to:</p> <ol style="list-style-type: none">1. Learn departmental policies, procedures, and/or regulatory requirements pertaining to driver licensing, vehicle registration and ownership, occupational licensing, and other related issues to apply such departmental policies, procedures, and regulatory requirements appropriately.2. Apply material learned in formal and informal training.3. Work in a team environment to complete assigned work tasks or assignments.4. Remain calm while performing job duties in stressful, sensitive, or emergency situations.5. Be flexible in adapting to changes in priorities, assignments, and other interruptions which may impact pre-established timelines for completing work assignments.6. Exercise sound judgment and common sense when making decisions and formulating actions.7. Be patient when interacting with customers who are not fluent in the English language or customers who are otherwise not clearly communicating.8. Adapt to a variety of situations and personalities in order to react and respond quickly and appropriately.
ELIGIBLE LIST INFORMATION	A departmental open eligible list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.

VETERAN’S POINTS AND CAREER CREDITS	Veterans’ preference points will be added to the final score of all open competitors in this examination who qualify for, and have requested these points, and who are successful in all parts of the examination. (See “General Information” on this bulletin for information regarding veterans’ preference points.)
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GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Motor Vehicles, Selection Services Unit (916) 657-7713 three days prior to the written test date if the candidate has not received a Notice.

For an examination without a written feature it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection Services Unit (916) 657-7713 three weeks after the final file date if the candidate has not received a progress Notice.

If a candidate's Notice of Interview or Performance Test fails to arrive prior to the day of the interview due to a verified postal error, the candidate will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this announcement will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications, including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Criminal Record Clearance Information: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice and the Federal Bureau of Investigations. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Rule 235: An employee who has moved from one agency to another agency without a break in service may participate in the promotional examination for the agency from which that employee moved while employed under probationary status, limited-term appointment, or temporary authorization (TAU). If a promotional examination is being held for an agency to establish an employment list for an administrative, professional or technical class, an employee of another agency who is otherwise eligible may participate, if that employee had promotional eligibility in the designated agency at any time within three years of the date of the examination and has had no subsequent break in state service by resignation, non disability retirement or removal for cause.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Veterans’ Preference Points: Will be added to the final score of those competitors who are successful in this examination and who qualify for, and have requested the points. Due to changes in the law, effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS’ POINTS. Directions for applying for veterans’ preference points are on the Application For Veterans’ Preference For California State Civil Service Examinations (SPB-1093) which is available from the State Personnel Board of the Department of Veterans Affairs, P.O. Box 942859, Sacramento, CA 94295-0001.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired
From TDD Phones: 1-800-735-2929
From Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT.